

Experiences Using the CAHPS Hospital Survey

**CAHPS Users Group
Meeting**

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Service Quality Research

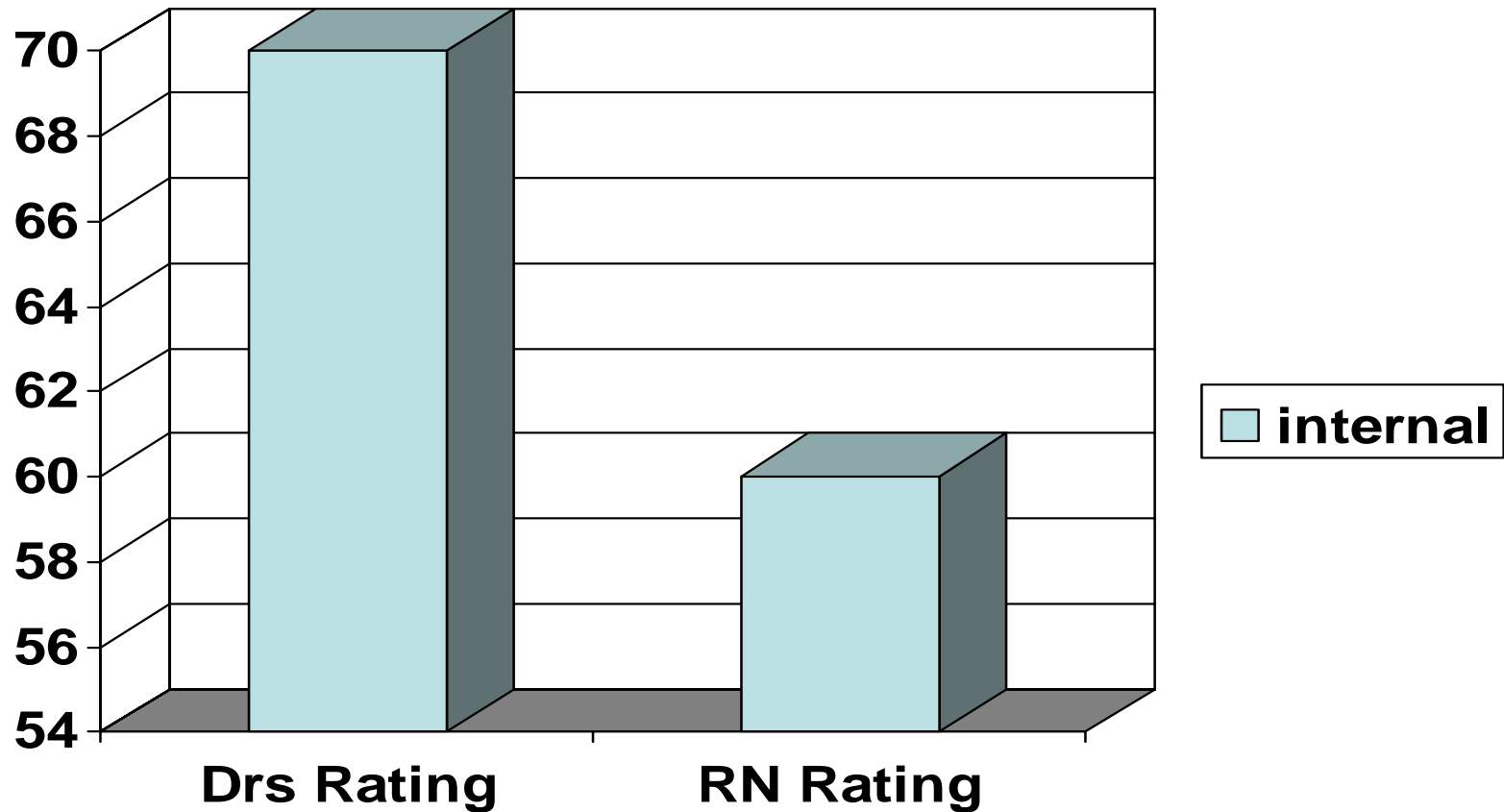
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- Quick background about Kaiser Permanente
- Overview of QI uses for HCAHPS and inpatient tracking surveys
- Examples of KP QI initiatives
 - Samples of different types of initiatives—levels of investment

- Integrated health care organization of > 8 million members
 - Health plan, Hospital, and Medical groups
- ~30 KP Hospitals in California
 - Using same ongoing tracking survey across CA for last three years
- Surveys used to benchmark performance, provide accountability, diagnose challenge areas

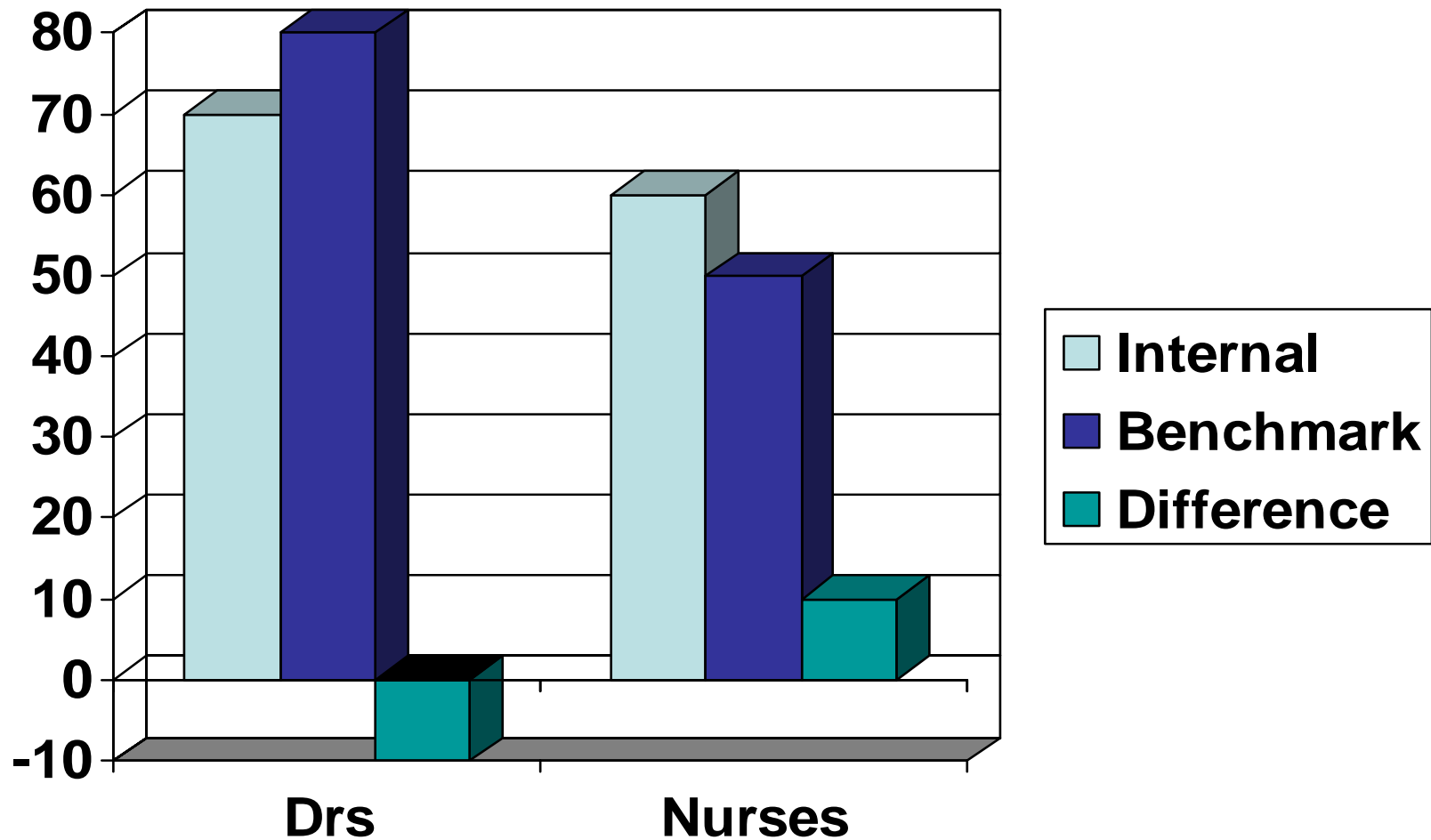
- Benchmarking
 - Apples to apples comparisons for facility performance and for individual items
 - Helpful to have one common survey across all hospitals
 - Can more quickly develop science for appropriate adjustments
- Provide confidence and guidance in targeting specific areas and for creating accountabilities

Results without benchmarks



Note: These are fictitious scores for illustration

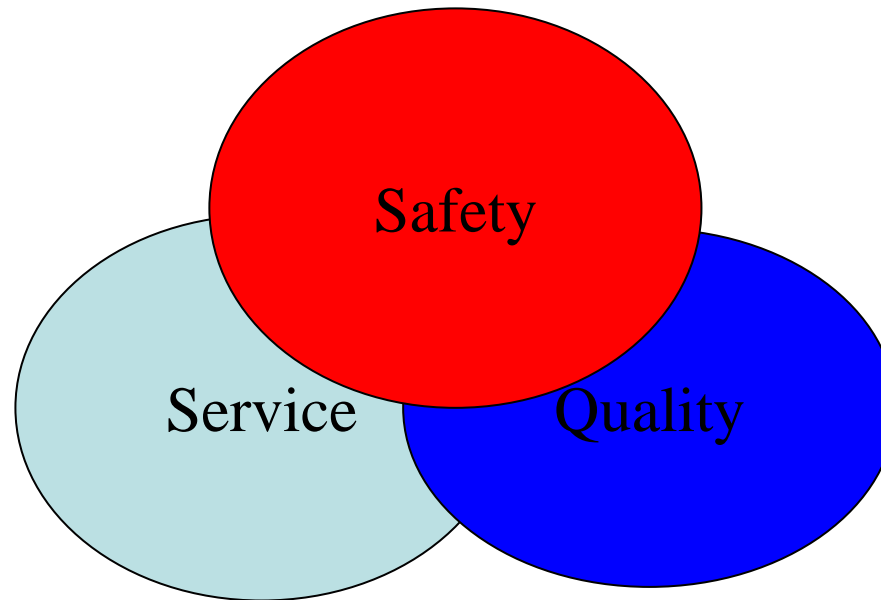
Benchmarks: identifying focus areas



“You don’t fatten a
cow by weighing it”

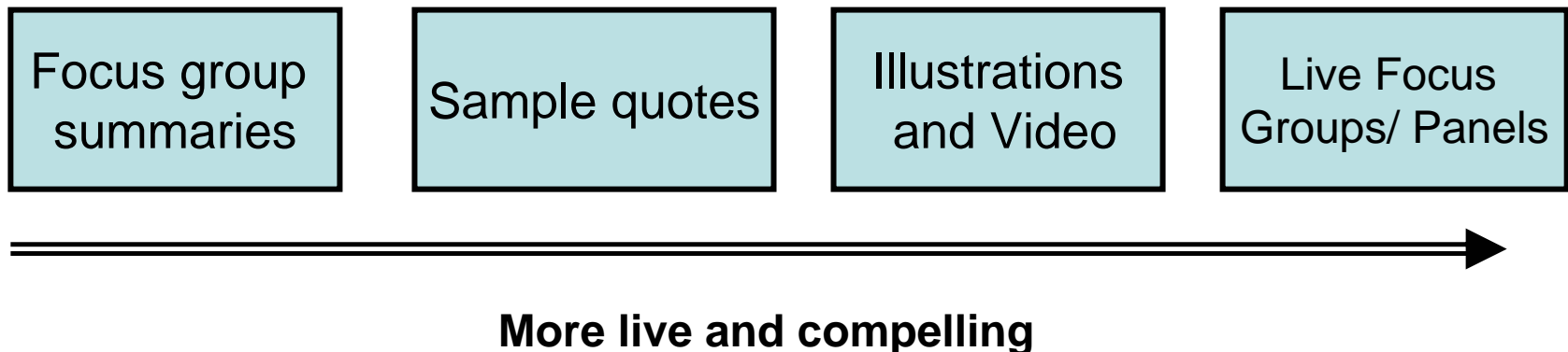
-Old Proverb





- Provider teamwork, communication skills, etc. are at the intersection of safety, service, and quality
- Work to integrate, work at intersection, where possible, rather than pull providers in too many different directions
- Surveys can measure all three areas

- Qualitative efforts can deepen understanding of specific issues at a give facility
- Qualitative evidence is quite compelling
- The closer to live patients, the more motivating for many providers and change agents



“Before giving you new medicine, how often did the hospital staff describe possible side effects in a way you could understand?”

- Need to know whether patient understands rather than just whether the explanation was given
- Quizzes at discharge or other times can help to assess, and correct, issues

